



## **CORC MEMBERSHIP AGREEMENT: terms and conditions for CORC Full Membership and CORC Associate Membership**

**Effective date: 1 April 2023 – 31 March 2024**

### **1. Introduction**

This document sets the terms and conditions of membership of The Child Outcomes Research Consortium (CORC). CORC is a project of The Anna Freud Centre, a company limited by guarantee (company number 03819888) and a registered charity in England and Wales (registered number 1077106) whose registered head office is 4-8 Rodney Street, London N1 9JH (the 'Centre'). For more information about CORC, the Anna Freud Centre, and our work with members, please see the CORC website at [www.corc.uk.net](http://www.corc.uk.net).

### **2. Payment of CORC membership fees for the 2023-24 membership year**

The CORC 2023-24 membership year runs from 1 April 2023 to 31 March 2024. CORC has two membership levels, Full or Associate, to best support engagement across the diverse range of organisations that play an active role in promoting child mental health and wellbeing. CORC is committed to keeping membership subscription as low as possible whilst ensuring the collaboration can function effectively. Membership types and fees for CORC members are as follows:

- Full membership - Statutory and private sector organisations £3,000 per annum, plus VAT
- Full membership - Voluntary organisations £1,500 per annum, plus VAT
- Associate membership - £395 per annum, plus VAT

CORC supports collaboration and cross-agency working, and a CORC membership can be for either a single organisation or a geographical partnership.

On joining CORC, members must designate a finance contact who is responsible for ensuring the annual invoice is paid within 30 days of receipt. In the event of any difficulty in settling the invoice, members should contact the CORC team at [CORC@annafreud.org](mailto:CORC@annafreud.org). If the finance contact changes, CORC must be notified.

### **3. Communication between members and the CORC central team**

Member organisations are responsible for providing the CORC team with contact information for their key representatives, and with any changes to contact information, so CORC can make sure all members are fully supported. CORC members must identify a primary representative, who will act as a point of liaison between their services and CORC central team.

All CORC members will be given contact details for the Regional Improvement Officer supporting their organisation, who will act as their CORC contact and provide phone and email support. Members can also email the general inbox [CORC@annafreud.org](mailto:CORC@annafreud.org) or phone the office at 020 7794 2313.

The CORC central team is made up of staff based at the Anna Freud Centre and UCL (University College London) and includes: researchers and analysts; informatics expertise; Regional Improvement Officers (specialists in service development and transformation, and trainers/facilitators); communications staff; and membership support staff.

#### **4. The services offered as part of CORC membership**

##### **a. Full and Associate members of CORC can access the following benefits:**

- Phone and email support from the CORC central team, including a named Regional Improvement Officer for your organisation, to address queries on routine outcome monitoring, evaluation, and evidence-led service improvement.
- Access to up to four hours a year of contact time with one of the CORC team to address the specific needs of your organisation. This may include for example (but not exclusively)
  - Advice about choosing, working with, and understanding data from measures
  - Access to the CORC Best Practice Improvement Framework and the Self-Assessment Survey to improve routine outcome measurement
  - Advice on analysing outcome data, and access to benchmarks for individual measures, based on the CORC dataset.
- Access to CORC training and events free of charge
  - Regular CORC events include the annual CORC Forum in the autumn, and the CORC Spring Seminar series. (If required to keep numbers manageable, we may restrict the number of places per membership for specific events.)
  - Training places guaranteed for each member entity at training events. (If required to keep numbers manageable, we may restrict the number of places per membership for specific events.)
  - Access to e-learning modules and online training videos
  - CORC hosts a range of other learning activities in the course of its own activities and in partnership with others. These include for example 'So What?' Seminars coordinated with the Evidence Based Practice Unit. We endeavour to give CORC members free or preferential access to all the learning activity we host or co-host where possible.
- Participation in a learning collaboration, bringing you information about the latest academic advances, policy thinking and on the ground developments via the website, email, CORC events and newsletter, and providing opportunities to engage with peers to share and advance practice
  - Opportunities to collaborate on applying for grants or funding calls relevant to service development
  - Opportunities to shape CORC's active research agenda to improve knowledge about and support for child and youth mental wellbeing.
- Access to online resources through the CORC website and Member Area including
  - Our research library
  - CORC Best Practice Framework
  - Online training videos
  - Comparator data for a range of outcome measures
  - Information, guidance and tools to support outcome measurement in line with international best practice guidance
  - Case studies, blogs, and materials from CORC events, research, and projects.

##### **b. Full CORC Members may additionally access:**

- Reporting or data analysis support. Options for this include
  - Impact analysis: the CORC team will analyse and report on your anonymised data. Analysis could include, considering change on measures between time points and how meaningful these changes are, comparing service data with comparator data held by

CORC, breakdowns by demographic characteristics or other factors e.g., gender, teams, etc.

or

- Expert advice, guidance and coaching to support member organisations with analysing their own data in-house, including opportunities for organisations to benchmark their data against the CORC dataset

Data analysis for members is tailored to the needs of the service. The approach and extent of analysis delivered as part of membership is agreed between the member and the CORC team. To scope out data analysis, members should discuss their requirements and preferences with the CORC team (by contacting their Regional Improvement Officer or [CORC@annafreud.org](mailto:CORC@annafreud.org)).

For more extensive support and analysis, member organisations have the option to draw down additional days of support on a consultancy basis for a pre-agreed additional cost.

We aim to work flexibly with members to produce any analysis or reporting in a timely way that meets their needs. However, where a member service would like us to work to fixed timeframes or deadlines, we ask for three months' notice of that deadline, to enable lead-in on this request.

- **Tailored support.** We aim to support each member organisation with up to a full day of on-site or virtual tailored support a year.

Our members draw on the skills and expertise of CORC research, informatics, and practice teams in a wide range of areas associated with outcome-focused practice and using evidence. We can provide a range of tailored support to member organisations, including for example:

- Local training days, delivered remotely or on-site as appropriate
- Support on choosing and using outcome and feedback measures to strengthen direct practice and inform service development
- Improving data collection, collation, and analysis
- Facilitated self-assessment, staff survey and improvement planning using the CORC Best Practice Framework
- Support on the interpretation, presentation, or application of your data
- Facilitated data discussions with funders, commissioners or partners around working with messy, flawed, or partial data in a meaningful way
- Support and guidance on information governance
- Developing outcome frameworks
- Review of processes and systems.

Please note that if International Members would like face to face support, we are not able to fund costs for international travel and accommodation.

## **5. Confidentiality and data management**

We take confidentiality and data protection extremely seriously and work to the highest standards.

Two types of data are held as part of the CORC project:

- 1) **Personally identifiable data** relating to professional staff who are members of the CORC collaboration. These data are treated as falling within the parameters of General Data Protection Regulation (GDPR) requirements and are considered “personal data” in GDPR terms.

- 2) **Non-personally identifiable data** relating to both staff and service users which are shared with the CORC team for analysis to inform reports and research. These data are outside the parameters of the GDPR.

### **Personally identifiable data**

The Anna Freud Centre processes a limited set of personal data about staff for the purpose of allowing staff to access the benefits of CORC membership, including the CORC newsletter, training courses, and support to improve the services they offer to children, young people, and families.

The specific items of data processed are as follows: Title, name, work address, contact details, job title, organisation, CORC website login details, notes of correspondence/contacts with CORC (including event or training sign-up details).

The Anna Freud Centre is the Controller of personal data (as defined in the GDPR) held by the CORC project and is responsible for ensuring compliance with prevailing Data Protection Legislation. All data are processed in accordance with the Data Protection Act 2018 and are stored securely on the password-protected IT systems of the Anna Freud Centre. The Anna Freud Centre undertakes an ongoing programme of work to ensure compliance with the GDPR. The Centre submits an annual assessment against National Data Guardian Standards, via the Data Security and Protection Toolkit (formerly the NHS IG Toolkit). For further information about how we keep, process, and dispose of your personal information, please see the privacy notice on the Anna Freud Centre website.

### **Non-personally identifiable data (outside scope of GDPR)**

Services may submit anonymised data to CORC for the purposes of producing service-specific reports and analysis and addressing key research questions for the consortium. The CORC team will work with members to identify the data submission format most suitable for the service and to discuss how reporting or analysis support can be tailored to best meet the services' needs (within the scope set out in section 4.b. above).

Any data provided for analysis must be effectively anonymised in line with the Information Commissioner's Office (ICO) draft guidance on anonymisation, pseudonymisation and privacy enhancing technologies. Members are fully responsible for ensuring that any data sharing they undertake adheres to information governance arrangements in their own organisational setting. Once transferred to CORC for analysis, such anonymised data is held and managed securely. Controls in place include the use of a secure Anna Freud Centre cloud-based server, the UCL Data Safe Haven (certified to the ISO27001 information security standard) and adherence to a programme-specific data handling protocol, which supplements the information governance policies of the Anna Freud Centre and UCL. Only specified members of the CORC team have access to the anonymised data submitted by CORC members. We do not share any results or analyses that can be attributed to a particular service without the permission of that service.

The robust governance and strategic oversight of the CORC research programme is provided by the Anna Freud Centre, through the management of staff, information governance policies, and oversight by the Anna Freud Centre Executive. This includes ensuring that (i) the research programme's purpose and outputs promote the meaningful use of evidence to enable more effective child-centred support, services, and systems to improve children and young people's mental health and wellbeing, (ii) the research is relevant to CORC members, and (iii) it has appropriate resources to carry out its purpose. The Principal Investigator of the research programme is Julian Edbrooke-Childs (Professor of Evidence Based Child and Adolescent Mental Health, UCL; Deputy Director, Evidence Based Practice Unit; Co-Research Lead CORC Anna Freud Centre).

## **6. Feedback and complaints**

CORC welcomes all feedback from members, positive or negative, to ensure we provide the best possible support. To share any feedback with us or to raise a complaint please contact the central team on Tel: 020 7443 2225 or email [CORC@annafreud.org](mailto:CORC@annafreud.org). If you would like to escalate feedback or issues to the head of CORC, you can email [kate.dalzell@annafreud.org](mailto:kate.dalzell@annafreud.org).

If a concern or complaint raised with CORC cannot be resolved locally, or if you feel that your complaint is serious and you would like to escalate the issue within the Anna Freud Centre, you can use the Anna Freud Centre formal complaint process. For details about this please refer to the Anna Freud website at <https://www.annafreud.org/complaints>.

## **7. Leaving CORC**

Members planning to leave CORC are required to give three months' notice. Notice can be provided in writing by the key representative, either via email: [CORC@annafreud.org](mailto:CORC@annafreud.org) or by post to: CORC, Anna Freud National Centre for Children and Families, 4-8 Rodney Street, London N1 9JH.